

PRODUCT REQUIREMENTS

Team102_CH

This document details the requirements for the Chatbot product in alignment with the client's expectations.

1. Product overview

- **Product name:** Integrated Chatbot for MediKit Curtin Health Project

2. Purpose

- **Objective:** Develop as a tool to support social workers in communicating efficiently with patients from Indigenous backgrounds, in conjunction with other functions of the MediKit.
- **Target Audience:** Social worker
- **Use Cases:**
 - **Actor(s):** Social Worker
 - **Use Cases:**
 - *Symptom checking:* Chatbot assist the social worker in symptom diagnosis for patients
 - *Follow up question:* Chatbot assist the social worker in asking the right question to understand the situation of the patient
 - *Appropriate questioning:* Chatbot assist with choosing the appropriate question to the patient, both addressing the patient's problem and helping the patient to feel comfortable with sharing necessary information

3. User stories

- As a social worker, **I want** the chatbot to suggest appropriate resources based on the patient's condition **so that** I can provide the patient with the best possible support.
- As a social worker, **I want** the chatbot to suggest relevant questions based on the patient's responses and the identified problem category **so that** I can gather more accurate information.
- As a social worker, **I want** the chatbot to suggest information related to medical issue, particularly blood pressure **so that** I can help patients with problems related to blood pressure
- As a social worker, **I want** the chatbot to suggest information with retrievable source **so that** the information I receive is more trustworthy and verifiable
- As a social worker, **I want** the chatbot to respond to user input within 3 seconds on average **so that** the conversation with the patient remains smooth and uninterrupted.
- As a social worker, **I want** the chatbot to maintain an uptime of at least 99.9% **so that** it is available whenever I need to use it.
- As a system administrator, **I want** the chatbot to be designed for ease of maintenance **so that** it can be easily managed and updated as needed.
- As a system integrator, **I want** the chatbot to be easy to integrate into the current system **so that** it can be deployed with minimal disruption.